



# Arizona Department of Public Safety

## Victims of Crime Act Newsletter

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*Crime Victim Services*  
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*The mission of the Arizona Department of Public Safety's Crime Victim Services Unit is to effectively administer VOCA Assistance funds by ensuring appropriate and accessible services are available to crime victims, enhancing the delivery of those services through technical assistance, training opportunities, and promoting a continuum of care for every victim in every community.*

### Core Measure Update



December 16th saw the last of the regional meetings toward developing core outcome and quality performance measures for domestic violence service providers. The Governor's Office, the Department of Public Safety, the Department of Economic Security, the Department of Health Services and the Arizona Coalition Against Domestic Violence facilitated five regional meetings in which service providers evaluated dozens of similarly grouped performance measures toward identifying "core" measures representative of the whole group. The northwest regional meeting was held in Kingman, the northeast in Holbrook, the southeast in Tucson and two central regional meetings were conducted in Phoenix.

Each process was conducted utilizing a special group technique. First, a list was provided showing all performance measures for a particular category. Second, each service provider voted for what they believed to be the most realistic "representatives" of the grouping. Typically they chose between zero and three. They could also

edit outcomes by rewriting or wordsmithing existing measures. This list was then compiled and displayed for discussion.

Third, each agency discussed the reasoning behind their choices. The coalition and state agencies sometimes joined this discussion to assure clarification of common understandings. Frequently this discussion alone identified and shaped ideal representative measures to be considered core measures eliminating the need for a second ballot of just the service providers.

This style group technique was used because of the following desired effects: 1) it readily narrowed a large list down to a manageable set, 2) it provided for multiple levels of input from each participating agency with no domination by one, and 3) the prominence of decision-making rested with the service provider.

Now, as a last step, the five regional sets of outcomes need to be synthesized into one set. Participants expressed satisfaction with the process, how inclusive it was, and were pleased with the collaboration among the state agencies and the coalition.

Also, in recent months, the Arizona Sexual Assault Network (AzSAN) and DPS worked with service providers to identify core performance measures for sexual assault hotlines operating in Arizona. With noteworthy contributions from EMPACT and the Southern Arizona Center Against Sexual Assault this process went very well. In the process DPS identified substantial problems existing with the operation of the national hotline in Mohave and La Paz counties. AzSAN is now working with RAINN to correct these problems.

Next will be completion of the process to identify core performance measures for victim witness agencies. The first regional meeting has already been conducted in Kingman. Processes for sexual assault and child abuse service providers will follow. It should also be noted that meetings with survivors of homicide victims have already validated the grouping of victim witness performance measures and a panel of domestic violence victims did the same for the first regional set of DV

core measures.

## 2004 Award Process



Following the urging from subrecipients and in response to a critical management need, DPS is in the process of purchasing a web-based grants management system. This system was developed by Agate Software specifically for use by State VOCA Assistance Administrators and has been in use by the Michigan Department of Community Health for the past three years.

DPS plans to install a web-based grants management system (Intelligrants 1.0) that will streamline the grant application process and integrate those processes with contract monitoring, program evaluation, financial reporting and management. Intelligrants 1.0 makes the grant process much less mysterious and time-consuming for applicants. The software walks grant applicants through the process step-by-step, increasing their confidence and reducing the likelihood of error.

During the construction phase, the database will be available on-line for testing. DPS VOCA staff and a few chosen subrecipients will be using this opportunity to validate the system thoroughly. DPS VOCA staff will host several trainings regarding the on-line application process during February.

Significant benefits for the applicant include:

- a faster, simpler way to apply for funds via the internet
- on-line help provided at every step of the process
- easier reporting of project and budget information once a contract is awarded
- faster disbursements of project payments
- secure connections that guarantee agency privacy

This year's application renewal process will begin mid-March with applications due the last part of April. There is no funding available for new projects this year. By approval from the DPS Advisory Committee, only renewal funds will be available, therefore, only agencies with current contracts will be allowed to submit a one-year renewal request. Agencies will be notified of funding and receive contracts the middle of May.



## Answer This..

**Question**-I report several different match sources and categories to DPS for my VOCA contract. What accounting/auditing documentation must I maintain for these expenses?

**Answer**- All funds designated as match are restricted to the same uses as the VOCA victim assistance funds and must be

expended within the grant period. Subrecipients must maintain *allocation* and *expenditure* documentation for any match expenses that are reported on Monthly Financial Reports to DPS in the same manner as VOCA-funded program expenditures. This match must be identifiable as actual expenditures in support of the VOCA-funded project.

The *allocation* documentation must clearly contain the source, the amount, and the period during which the match was allocated.

The *expenditure* documentation must clearly contain the source, the expenditure type, the amount, and the period during which the subrecipient recorded the expense.

## Victims' Rights and Compensation

The Arizona Attorney General's Office of Victim Services in cooperation with the Arizona Criminal Justice Commission, the Arizona Department of Public Safety, and County Victim Compensation Administrators is pleased to present seven statewide trainings on Victims' Rights and Compensation. The training dates are:

**Jan 28—Phoenix**

**Feb 18—Yuma**

**Mar 3—Lake Havasu**

**Mar 24—Phoenix**

**Apr 14—Tucson**

**May 5—Tucson**

**May 19—Flagstaff**

To register and obtain further information, please contact Iva Klippel at (602) 542-8456 or [Iva.Klippel@ag.state.az.us](mailto:Iva.Klippel@ag.state.az.us).



National Crime Victims' Rights Week is April 18-24, 2004. During this week, crime victims and survivors, victim service providers, criminal and juvenile justice and allied professionals, and community volunteers will join together to commemorate the 24th anniversary of National Crime Victims' Week. This year's theme, "Victims' Rights: America's Values," helps us recognize that we value equal rights for all Americans, safety and protection for those who have been victimized, and justice for all.

This year also marks the 20th anniversary of the Crime Victims Fund, established by the Victims of Crime Act of 1984 (VOCA). Over the past two decades, this fund has provided over \$5.5 billion for victims assistance programs that offer services to crime victims, and compensation benefits to help victims cope with the financial impact of crime.



We always welcome input for articles in our quarterly news-